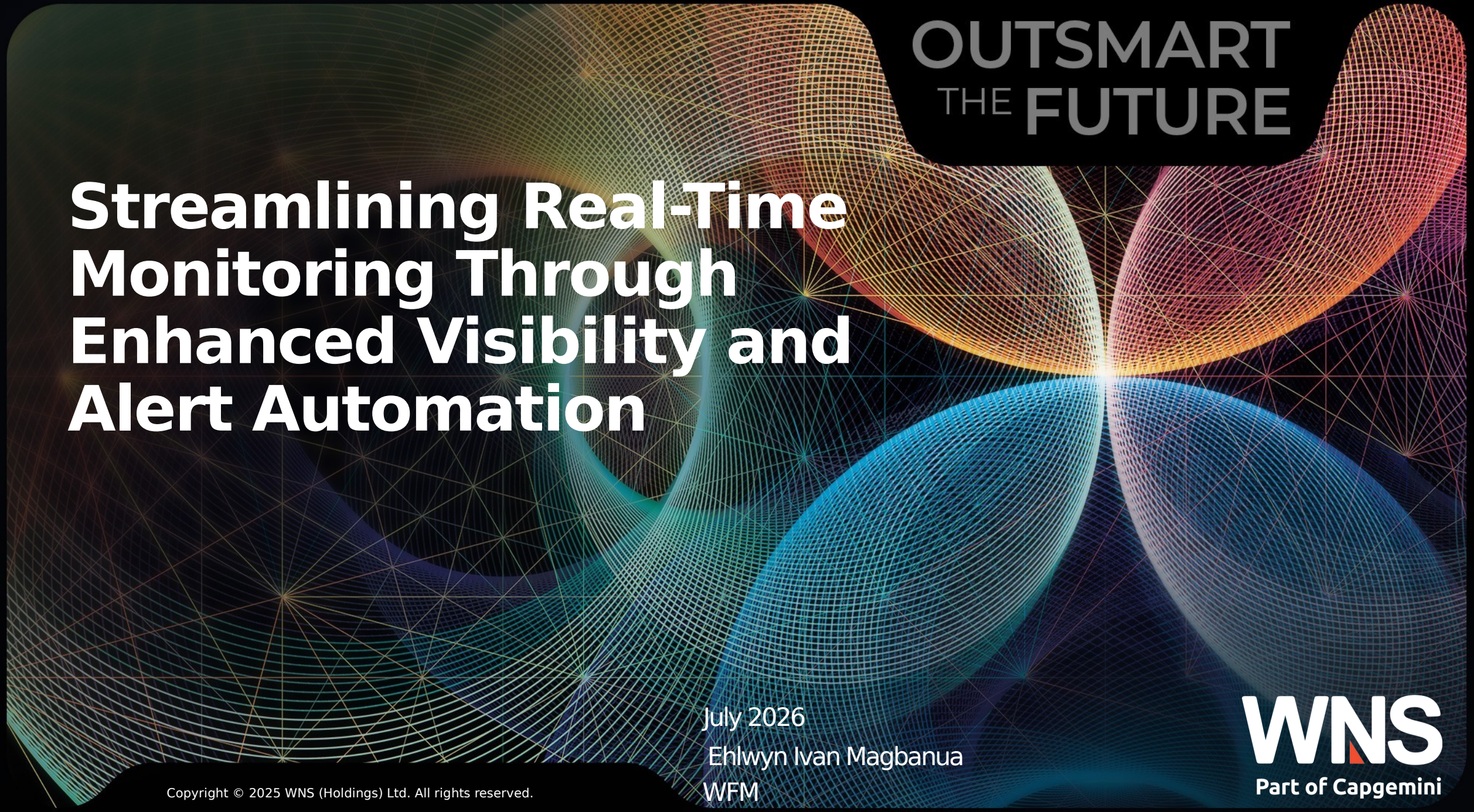

Streamlining Real-Time Monitoring Through Enhanced Visibility and Alert Automation

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Streamlining Real-Time Monitoring Through Enhanced Visibility and Alert Automation

AUXPulse
Real-Time Workforce Performance

PROBLEM

From **March to May 2026**, ACD inbound adherence remained below the **95% target**, ranging from **90.54% to 91.65%**, while AHT fluctuated between **940 and 998 seconds**. It identified **WFM Workload (33%), Connectivity (16%), Break Overrun (15%), and Unplanned Activities (15%)** drove approximately **78% of all delay alerts**, highlighting the key drivers impacting real-time responsiveness, adherence recovery, interval conformance, and service-level performance.

ROOT CAUSE

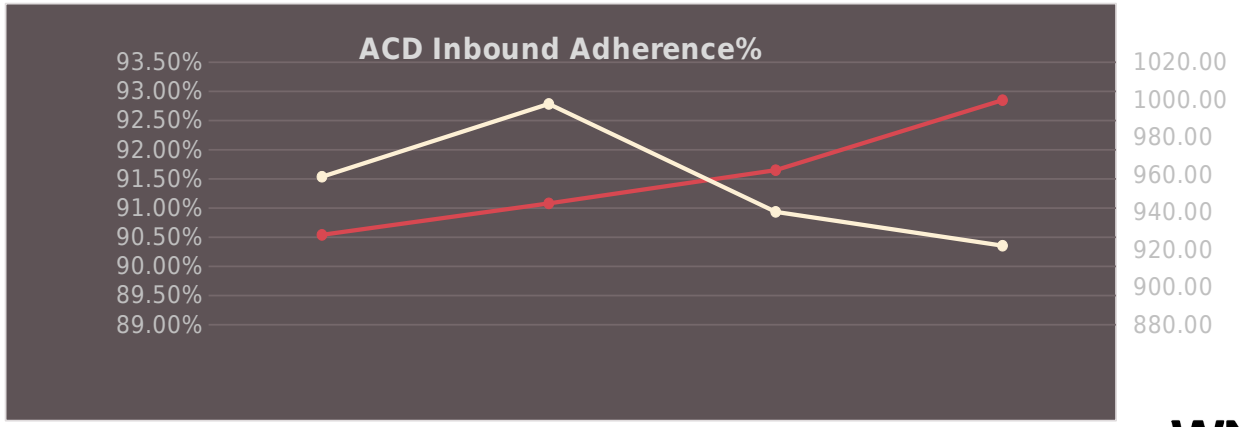
The primary root cause is **limited real-time visibility and lack of automated alerts** due to multiple monitoring systems and manual tracking. This increases WFM alert, delays adherence escalation, and results in extended AUX durations, reduced schedule adherence, and higher interval conformance risk.

Solution

Introducing **AuxPulse**, a WFM monitoring tool designed to eliminate the cycle-time latency and manual defects inherent in traditional adherence tracking. AuxPulse automates real-time alert triggers to immediately flag and reduce prolonged AUX states. AuxPulse standardizes control by consolidating adherence, staffing, and queue performance into a single, scalable ecosystem. This reduces intervention cycle time, optimizes interval conformance, and drives predictable process capability for both WFM and Operations

Results

After implementing **AuxPulse**, ACD Inbound Adherence improved from **91.65% to 92.85%** and stabilised at **91%**, while **AHT reduced from 997.77 to 922.13 seconds**. While the **95% target** remains in progress, enhanced real-time visibility and automated AUX monitoring enabled faster intervention, improved productivity, and stronger operational control.



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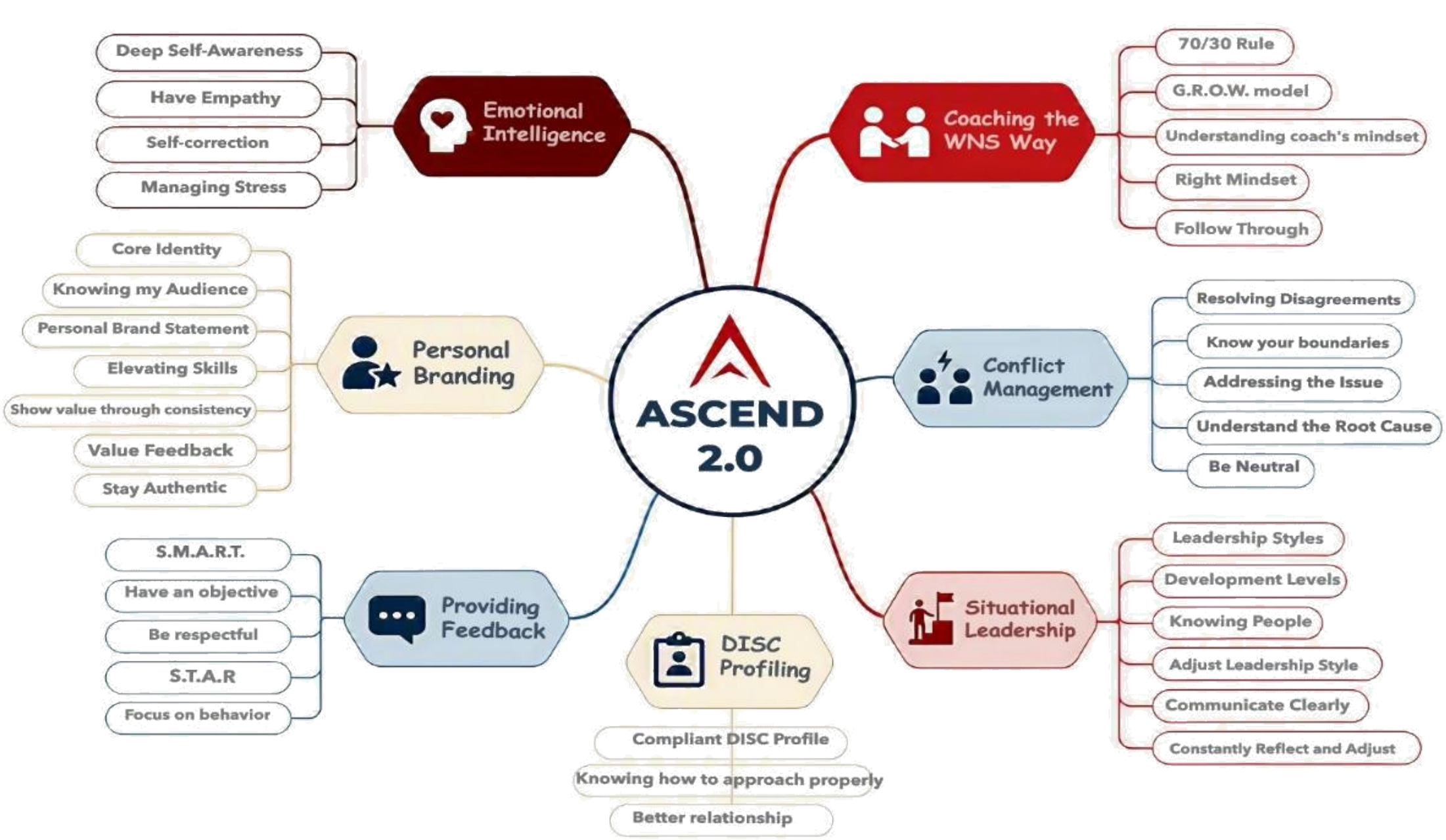

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